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Date: August 22, 2003

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Burgin et al.

Confirmation No.: 8505

Serial No. 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

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AUG 27 2003

TECHNOLOGY UNIT... 200

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

CORRECTED RESPONSE TO OFFICE ACTION

Sir:

On August 7, 2003, Applicant filed a Response to the Office Action of May 14, 2003 ("Response"), amending the above-identified application. Pursuant to an office communication dated August 20, 2003 from the Examiner, Applicant was notified that the Response was incomplete due to a failure to list all claims. In reviewing the filing, Applicant believes that page two which listed claims 1 through 25 of the Response was inadvertently omitted from the filed Response rendering it incomplete. Applicant hereby corrects the Response to the Office Action of May 14, 2003, by refiling the entire Response which lists all claims and includes: